

# FISH & RICHARDSON P.C.,P.A.

3300 Dain Rauscher Plaza  
60 South Sixth Street  
Minneapolis, Minnesota  
55402

Telephone  
612 335-5070

Facsimile  
612 288-9696

Web Site  
www.fr.com

November 26, 2003

Attorney Docket No.: 13906-148001 / 2003P00828 US

## Mail Stop Patent Application

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Presented for filing is a new original patent application of:

Applicant: JANAKI KUMAR AND VIVEK BHANUPRAKASH

Title: COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION  
CENTER USER INTERFACE

Enclosed are the following papers, including those required to receive a filing date  
under 37 CFR §1.53(b):

	<u>Pages</u>
Specification	11
Claims	5
Abstract	1
Drawings	8
Declaration	2

Enclosures:

— Postcard.

Basic filing fee	\$770
Total claims in excess of 20 times \$18	\$288
Independent claims in excess of 3 times \$86	\$0
Fee for multiple dependent claims	\$0
Total filing fee:	\$1058

A check for the filing fee is enclosed. Please apply any other required fees or any  
credits to deposit account 06-1050, referencing the attorney docket number shown  
above.

If this application is found to be incomplete, or if a telephone conference would  
otherwise be helpful, please call the undersigned at (212) 765-5070.

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Kindly acknowledge receipt of this application by returning the enclosed postcard.

Please direct all correspondence to:

32864

PTO Customer Number

Respectfully submitted,



Arthur Ortega

Reg. No. 53,422

Enclosures

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